

? logon

*** It is now 2012/01/19 12:37:28 ***
(Dialog time 2012/01/19 12:37:28)

Preferences:

1. Default save option: [WORD]
2. Graphic Images.
 - Maximum width in pixels : [624]
 - Maximum height in pixels : [624]
3. Hold output position (don't scroll to the output buffer end): [No]
4. Command separators (add HR after every command): [No]
5. Type separators (add HR after every record): [Yes]
6. Linking Pane: [Right]
7. Status location.
 - Below Type ahead buffer : [Yes]
 - In Browser status line: [Yes]
8. Show Estimated Cost Summary: [Yes]
9. Highlight Search Terms: [No]
10. Display Detailed Results by Search Term: [Yes]
11. Show Results by File (multifile search): [Yes]
12. Display Postings: [No]
14. Expand Items: 50
15. Hold Expand output position (don't scroll to the output buffer end): [Yes]
16. KWIC Window: 30
17. Output Cost Notification: [No]
18. Prompt for Subaccount at Logon: [No]
19. Hide History Tab: [No]
20. Show Preferences at Login: [Yes]
21. Show hyphen(s) in display set command : [Yes]

FTEXT1 is set ON as an alias for 15,9,610,810,275,634,471
FTEXT2 is set ON as an alias for 613,813,636,16,160,621,148,20,624
FTPAT is set ON as an alias for 348,65
NFTEXT is set ON as an alias for 35,65,99,2,583,474,475,347,256

? b 411

```
19jan12 12:37:33 User276702 Session D340.1
      $0.00    0.249 DialUnits File415
$0.00 Estimated cost File415
$0.03 INTERNET
$0.03 Estimated cost this search
$0.05 Estimated total session cost    0.249 DialUnits
File 411:DIALINDEX(R)
```

DIALINDEX(R)
(c) 2012 Dialog

*** DIALINDEX search results display in an abbreviated ***
*** format unless you enter the SET DETAIL ON command. ***

? sf all

You have 346 files in your file list.

(To see banners, use SHOW FILES command)

? s (IEX or totalview or webstation) and (work? or bid?? or schedul?? or my or trad??)
(n2) rule? not py>2003

Processing

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2 998: NewsRoom 2000-2003_

17 files have one or more items; file list includes 346 files.
One or more terms were invalid in 41 files.

? b hits

19jan12 13:08:43 User276702 Session D340.2
\$346.04 101.778 DialUnits File411
\$346.04 Estimated cost File411
\$8.54 INTERNET
\$354.58 Estimated cost this search
\$354.63 Estimated total session cost 102.026 DialUnits

SYSTEM:OS - DIALOG OneSearch
File 13:BAMP 2012/Jan 18
(c) 2012 Gale/Cengage
File 15:ABI/Inform(R) 1971-2012/Jan 18
(c) 2012 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2012/Jan 13
(c) 2012 Gale/Cengage
File 23:CSA Technology Research Database 1963-2011/Dec
(c) 2011 CSA.
File 57:Electronics & Communications Abstracts 1966-2011/Dec
(c) 2011 CSA.
File 148:Gale Group Trade & Industry DB 1976-2012/Jan 16
(c) 2012 Gale/Cengage
*File 148: CURRENT feature not working. See HELP NEWS148.
File 180:Federal Register 19852012/Jan 19
(c) 2012 format only DIALOG
File 275:Gale Group Computer DB(TM) 1983-2012/Jan 18
(c) 2012 Gale/Cengage
File 324:GERMAN PATENTS FULLTEXT 1967-201202
(c) 2012 UNIVENTIO/THOMSON
File 349:PCT FULLTEXT 1979-2012/UB=20120112|UT=20120105
(c) 2012 WIPO/Thomson
File 621:Gale Group New Prod.Annou.(R) 1985-2012/Jan 18
(c) 2012 Gale/Cengage
File 649:Gale Group Newswire ASAP(TM) 2012/Jan 18
(c) 2012 Gale/Cengage
File 654:US PAT.FULL. 1976-2012/JAN 17
(c) Format only 2012 Dialog
File 717:The Washington Times Jun 1989-2012/Jan 18


```

10500 IEX
3084 TOTALVIEW
1059 WEBSTATION
34985554 WORK?
3391428 BID??
7727972 SCHEDUL??
8654453 MY
11856189 TRAD??
7333892 RULE?
186814 (((WORK? OR BID??) OR SCHEDUL??) OR MY) OR
TRAD??) (2N)RULE?
39930261 PY>2003
S1 38 (IEX OR TOTALVIEW OR WEBSTATION) AND (WORK? OR BID?? OR
SCHEDUL?? OR MY OR TRAD??) (N2) RULE? NOT PY>2003

```

? rd

>>>Duplicate detection is not supported for File 324.

>>>Duplicate detection is not supported for File 349.

>>>Duplicate detection is not supported for File 654.

>>>Duplicate detection is not supported for File 765.

>>>Records from unsupported files will be retained in the RD set.

>>>Record 717:10324037 incomplete bibliographic data - record retained in RD set

```

S2      29 RD (unique items)

```

? t s2/ti/all

2/TI/1 (Item 1 from file: 13)

DIALOG(R)File 13: BAMP

(c) 2012 Gale/Cengage. All rights reserved.

Titans Of Time Management -- Time waits for no one, and that includes agents at your call center. To help ensure that they use their time efficiently, you can turn to workforce management software.

2/TI/2 (Item 2 from file: 13)

DIALOG(R)File 13: BAMP

(c) 2012 Gale/Cengage. All rights reserved.

Out with the New, in with the Old: A Look at Scheduling Alternatives. (Innovative Management Information)

2/TI/3 (Item 3 from file: 13)
DIALOG(R)File 13: BAMP
(c) 2012 Gale/Cengage. All rights reserved.

Focus On: Workforce Management For Multiple Call Centers

Dialog eLink: 

2/TI/4 (Item 1 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
(c) 2012 ProQuest Info&Learning. All rights reserved.

Executive roundtable

Dialog eLink: 

2/TI/5 (Item 2 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
(c) 2012 ProQuest Info&Learning. All rights reserved.

Titans of time management

Dialog eLink: 

2/TI/6 (Item 3 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
(c) 2012 ProQuest Info&Learning. All rights reserved.

The time machine

Dialog eLink: 

2/TI/7 (Item 4 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)
(c) 2012 ProQuest Info&Learning. All rights reserved.

Out with the new, in with the old: A look at scheduling alternatives

Dialog eLink: 

2/TI/8 (Item 5 from file: 15)

DIALOG(R)File 15: ABI/Inform(R)

(c) 2012 ProQuest Info&Learning. All rights reserved.

A little of this, and a pinch of that

2/TI/9 (Item 1 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

(c) 2012 Gale/Cengage. All rights reserved.

Workforce management: managing today's diverse (and expensive, and turnover-prone) agents means more than just clocking people in and out. (Contact Center).(Brief Article)

2/TI/10 (Item 2 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

(c) 2012 Gale/Cengage. All rights reserved.

Applied Voice Technology and IEX Team to Provide Complete Call Center Management Solution.

2/TI/11 (Item 1 from file: 148)

DIALOG(R)File 148: Gale Group Trade & Industry DB

(c) 2012 Gale/Cengage. All rights reserved.

Focus on: workforce management for multiple call centers.

2/TI/12 (Item 1 from file: 180)

DIALOG(R)File 180: Federal Register

(c) 2012 format only DIALOG. All rights reserved.

Certain Provisions of the Agricultural Credit Act of 1987 and Additional Amendments of Portions of Farmer Program Regulations

2/TI/13 (Item 1 from file: 275)
DIALOG(R)File 275: Gale Group Computer DB(TM)
(c) 2012 Gale/Cengage. All rights reserved.

Call Center Roundup.(Buyers Guide)

2/TI/14 (Item 1 from file: 324)
DIALOG(R)File 324: GERMAN PATENTS FULLTEXT
(c) 2012 UNIVENTIO/THOMSON. All rights reserved.

Vorrichtung zur Präsentation von Werbeinformationen für Fahrräder

2/106/15 (Item 1 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
(c) 2012 WIPO/Thomson. All rights reserved.

828051

**METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A
WORKFORCE CONTACT CENTER ENVIRONMENT**
PROCEDE ET SYSTEME DE PLANIFICATION ET D'ORDONNANCEMENT FONDES
SUR LES QUALIFICATIONS DANS UN ENVIRONNEMENT DE CENTRE DE CONTACT
DES EFFECTIFS

2/106/16 (Item 2 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
(c) 2012 WIPO/Thomson. All rights reserved.

806392

TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF

PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC INFORMATIQUE DANS UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTE, ET PROCEDE ASSOCIE

2/106/17 (Item 3 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

(c) 2012 WIPO/Thomson. All rights reserved.

795125

LOW LATENCY, HIGH BANDWIDTH MULTI-COMPUTER SYSTEM INTERCONNECT

INTERCONNEXION DE SYSTEME D'ORDINATEURS MULTIPLES A LARGEUR DE BANDE ELEVEE ET A MODE D'ATTENTE REDUIT

2/106/18 (Item 4 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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488451

INTEGRATED CUSTOMER INTERFACE FOR WEB BASED COMMUNICATIONS NETWORK MANAGEMENT

INTERFACE CLIENT INTEGREE POUR LA GESTION DE RESEAUX DE COMMUNICATIONS BASES SUR LE WEB

2/106/19 (Item 5 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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484866

**INTEGRATED CUSTOMER WEB STATION FOR WEB-BASED CALL
MANAGEMENT**

POSTE WEB CLIENT INTEGRE POUR LA GESTION D'APPELS BASEE SUR LE WEB

2/106/20 (Item 6 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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484627

**INTEGRATED BUSINESS SYSTEM FOR WEB BASED TELECOMMUNICATIONS
MANAGEMENT**

SYSTEME D'ECHANGES COMMERCIAUX INTEGRES POUR LA GESTION DE
TELECOMMUNICATIONS SUR LE WEB

2/106/21 (Item 7 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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450576

**APPARATUS AND METHOD FOR EXPANDING COMMUNICATION NETWORKS
DISPOSITIF ET PROCEDE POUR ETENDRE LES RESEAUX DE COMMUNICATION**

2/106/22 (Item 8 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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432433

**RESOURCE ALLOCATION
ATTRIBUTION DE RESSOURCES**

2/106/23 (Item 9 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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268619

APPARATUS FOR MAINTAINING A STABLE AUTODEPOSITION BATH
APPAREIL SERVANT A MAINTENIR UN BAIN D'AUTODEPOT STABLE

2/106/24 (Item 10 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
(c) 2012 WIPO/Thomson. All rights reserved.

210113

METHOD AND SYSTEM FOR PLANNING, SCHEDULING AND MANAGING PERSONNEL
PROCEDE ET SYSTEME SERVANT A PLANIFIER, A ORGANISER LES HORAIRES ET A GERER LE PERSONNEL

2/TI/25 (Item 1 from file: 654)
DIALOG(R)File 654: US PAT.FULL.
(c) Format only 2012 Dialog. All rights reserved.
Method and system for providing performance statistics to agents

2/TI/26 (Item 2 from file: 654)
DIALOG(R)File 654: US PAT.FULL.
(c) Format only 2012 Dialog. All rights reserved.
Method and apparatus for resource allocation when schedule changes are incorporated in real time

2/TI/27 (Item 1 from file: 717)
DIALOG(R)File 717: The Washington Times
(c) 2012 Washington Times. All rights reserved.

2/TI/28 (Item 1 from file: 765)
DIALOG(R)File 765: Frost & Sullivan
(c) 1999 Frost & Sullivan Inc. All rights reserved.

**FORECASTS OF THE U.S. CALL CENTER COMPUTER TELEPHONE
INTEGRATION AND MANAGEMENT INFORMATION SYSTEMS SOFTWARE
MARKET: Forecasts of the Call Center Workforce Management Software Market:
Competitive Analysis and Market Share: Highlights of Selected Companies (5/8)**

2/TI/29 (Item 1 from file: 998)
DIALOG(R)File 998: NewsRoom 2000-2003
(c) 2011 Dialog. All rights reserved.

Workforce management

? t s2/3,k/29, 28, 27, 26, 24, 19, 18, 13, 11, 10, 9, 8, 7, 1

2/3,K/29 (Item 1 from file: 998)
DIALOG(R)File 998: NewsRoom 2000-2003
(c) 2011 Dialog. All rights reserved.

0378031704 15PN0YYR
Workforce management

Green, Andy
Communications Convergence , v 9 , n 12 , p 42
Monday , December 31, 2001
Journal Code: AMFK **Language:** ENGLISH **Record Type:** Fulltext
Document Type: Scholarly Journal
Word Count: 2,656

Text:
...call center as an event-driven/event-generating state machine into which

policies and business rules , agent schedules , ACD routing rules , and traffic patterns are input. A virtual clock then ticks away as the software mimics...

...is re-run until an optimal solution emerges. Simulationbased products include those from Blue Pumpkin, IEX , and ESI.

Which is better? Depends on your priorities. Analytic systems are faster at generating...

...for making quick-anddirty schedule adjustments without rerunning a half-hour simulation sequence. For example, IEX 's simulation-based TotalView workforce management product includes an Intraday Management module that recommends ...hosted version of the same software and is available on a fee-for-service basis.

IEX

Call centers with complex ACD scripts may not be suitable for formula-based staffing software. IEX 's (Richardson, TX - 800-433-7692, www.iex.com) TotalView 2's embedded simulator integrates with IEX 's multi-skill scheduler to create schedules that will meet service level goals. More than just a planning tool, TotalView includes an Intraday Management module that can reforecast service levels during the workday and make...

2/3,K/28 (Item 1 from file: 765)

DIALOG(R)File 765: Frost & Sullivan

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00324470

**FORECASTS OF THE U.S. CALL CENTER COMPUTER TELEPHONE
INTEGRATION AND MANAGEMENT INFORMATION SYSTEMS SOFTWARE
MARKET: Forecasts of the Call Center Workforce Management Software Market:
Competitive Analysis and Market Share: Highlights of Selected Companies (5/8)**

Main Title: U.S. CALL CENTER HARDWARE AND SOFTWARE MARKETS

Pub. Date: February 1996

Source: Frost & Sullivan

Telephone: US (415) 961 - 1000; London 071 730 3438

Word Count: 358 (1 pp.)

Language: English

Country: UNITED STATES

Industry: TELECOMMUNICATIONS

IEX develops a workforce management solution called TotalView that provides management with forecasting, scheduling, daily activity management, analysis and reporting, and administration capabilities...

...network management. This gives the call center manager a total view of the call center.

TotalView has an open architecture design that allows for future expansion in terms of call handling...

...short-term (15-minute, 30-minute, or daily intervals) forecasting. The software uses a patented IEX Enhanced Erlang C algorithm to forecast using historical data, call center goals, and working parameters. Growth, seasonal, day of week, and day of month factors are included in the algorithm.

TotalView scheduling features analyze complicated variables such as staff requirements, employee preference, and other work rules to generate 15- or 30-minute schedules automatically. The software shows a graphical display of...

2/3,K/27 (Item 1 from file: 717)

DIALOG(R)File 717: The Washington Times

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10324037

Washington Times (WT) - Saturday, November 20, 1999

By: FROM WIRE DISPATCHES AND STAFF REPORTS

Edition: Final **Section:** BUSINESS CHECKLIST: A ROUNDUP OF TOP BUSINESS NEWS

TODAY Page: C11

Word Count: 1,038

-

...interactive cable-television channel to Paul Allen's Vulcan Ventures Inc. for \$204.8 million.

Webstation .com Inc., co-founded by 23-year-old actress Soleil Moon Frye to develop an...

...complaint that U.S. anti-dumping measures imposed on Korean stainless steel products violate global trade rules will be investigated by the World Trade Organization.

DaimlerChrysler AG's Dasa aerospace unit, one...New Zealand that tariffs imposed by the United States on their lamb imports break global trade rules .

M0077631-112099

2/3,K/26 (Item 2 from file: 654)
DIALOG(R)File 654: US PAT.FULL.
(c) Format only 2012 Dialog. All rights reserved.

4888842
Utility
REASSIGNED

Method and apparatus for resource allocation when schedule changes are incorporated in real time

Inventor: Lesaint, David, Ipswich, GB
Voudouris, Christos, Ipswich, GB
Azarmi, Nader, Colchester, GB
Laithwaite, Robert N. W., Bucklesham, GB
O'Donoghue, John J, Ipswich, GB
Noble, Andrew P, Richmond, GB
Walker, Paul, Bolton, GB
Alletson, Ian S, Rochdale, GB

Assignee: British Telecommunications public limited company 03), London, GB
Examiner: Hafiz, Tariq R. (Art Unit: 363)
Assistant Examiner: Robinson-Boyce, Akiba
Law Firm: Nixon & Vanderhye P.C.

	Publication Number	Kind	Date	Application Number	Filing Date
	-----	--	-----	-----	-----
Main Patent	US 6578005	A	20030610	US 9843423	
19980319					
PCT	WO 9822897		19970528	WO 97GB3118	19971112
		371:			
		102e:			
Priority				EP 96308478	19961122

Fulltext Word Count: 25802
**IMAGE Available

Description of the Invention:

...3 for the generation of the initial schedule has two central elements; namely a deterministic (rule -based) pre- scheduler 30, and an optimising subsystem 31. The pre-scheduler 30 takes data regarding the resources...importance score (IMP) modified by two parameters: importance score multiplier (IMU), and importance score index (IEX). It is calculated as $IMU^{sup} IEX^{IMP}$. If IMU and IEX are both set to 1 (or IEX =0) then the cost is simply the importance score of the task. Values of IMU and IEX greater than 1 increase the differential cost of allocating tasks with a high importance score...
...varies as the arrival time or completion time of a task changes. In all cases IEX and IMU are set at 1...

2/3K/24 (Item 10 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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00210113

METHOD AND SYSTEM FOR PLANNING, SCHEDULING AND MANAGING PERSONNEL

PROCEDE ET SYSTEME SERVANT A PLANIFIER, A ORGANISER LES HORAIRES ET A GERER LE PERSONNEL

Patent Applicant/Patent Assignee:

- IEX CORPORATION
- IEX CORPORATION...

Inventor(s):

- CASTONGUAY Ronald M
- JORDAN Beauford B
- CROCKETT Gary B
- LEGGETT Ernest W

	Country	Number	Kind	Date
Patent	WO	9207318	A1	19920430
Application	WO	91US7513		19911011
Priorities	US	90689		19901012
	US	90694		19901012
	US	90720		19901012
	US	90873		19901012
	US	90370		19901012

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AT, AU, BE, CA, CH, DE, DK, ES, FR, GB,
GR, IT, JP, LU, NL, SE

Language Publication Language: English

Fulltext word count: 13846

English Abstract:

...more groups of individual servers. Four templates (27), each describing a bounded work shift having work rules and operating constraints, are then defined. A forecast is then generated (29) of an event...

Detailed Description:

...agents;

(b) defining one or more tour templates each describing a bounded work shift having work rules and operating constraints;

(c) generating a forecast of a call load expected to occur during... ..handling team. Each management unit, however, is managed locally and thus can have its individual work rules and hours of operation, Such individual management of the units facilitates local control of staffing and the ability to handle work rules that may vary from office to office.

The invention also facilitates the efficient management of...locally as a single unit, In this manner, each management unit can have its individual work rules and hours of operation, A management unit can be and is often geographically-separate from... ..handling team. Each management unit, however, is managed locally and thus can have its individual work rules and hours of operation. At step 27., one or more tour templates are defined, each template describing a bounded work shift having work rules and operating constraints, At step 29, a forecast is generated of a call load expected...time period (e.g., a week), 2) "constraints" to mean the tour templates and their rules governing work schedules (e.g.

amount of time worked,, number of breaks, days and times of agent availability...

Claims:

...servers;

(b) defining one or more tour templates eachdescribing a bounded work shift having work rules and operating constraints;(c) generating a forecast of an event loadexpected to occur during... of:(a) defining one or more tour templates eachdescribing a bounded work shift having work rules and operating constraints;(b) defining per-server preferences forparticular kinds of work schedules within...

00484866

**INTEGRATED CUSTOMER WEB STATION FOR WEB-BASED CALL
MANAGEMENT**
POSTE WEB CLIENT INTEGRE POUR LA GESTION D'APPELS BASEE SUR LE WEB

Patent Applicant/Patent Assignee:

- **BAKER Thomas E**
- **CHAFFEE Susan L**
- **CHEN Yuchien**
- **GRUBER Charles J**
- **FISHMAN Howard P**

Inventor(s):

- **BAKER Thomas E**
- **CHAFFEE Susan L**
- **CHEN Yuchien**
- **GRUBER Charles J**
- **FISHMAN Howard P**

	Country	Number	Kind	Date
Patent	WO	9916218	A1	19990401
Application	WO	98US20157		19980925
Priorities	US	9760655		19970926

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AU, BR, CA, JP, MX, SG, AT, BE, CH, CY,
DE, DK, ES, FI, FR, GB, GR, IE, IT, LU,
MC, NL, PT, SE

Language Publication Language: English

Fulltext word count: 20025

Detailed Description:

...client/customer as a browser web page;
Figure 5 illustrates an example of call
manager webstation application physical architecture
when one or more call manager web servers 632 bypass
the CMIDS... ...a high level overview of
the call manager system environment;

Figure 7 illustrates call manager webstation component architecture of the present invention, showing interconnections among the components; Figure 8 illustrates one...the system of the present invention;

Figure 13 illustrates an example of a call manager webstation application screen including the toolbar and the rule writing palette;

Figure 14 shows an example...applications such as Outbound Network Manager, Call Manager, Service Inquiry and online invoicing.

Call manager webstation application
10

The call manager system of the present invention provides sophisticated mechanisms...the CMIDS 640, and thus delivers the 5- call manager functionality to the call manager webstation client 630 via a standard web browser and the Internet.

The call manager webstation 630 may be any hardware/software platform connected to the public Internet and running a supported web browser, e.g., Internet Explorer V4 The call manager webstation 620 is typically owned and maintained by the customer.

The call manager webstation 630 includes a web-based graphical user interface (GUI) application which enables the customers to...functions including business hierarchy structures and function profiles may be performed via the call manager webstation 's web-based GUI application.

Call Manager Webstation architecture
30 Figure 7 illustrates the call manager webstation component architecture of the present invention, showing interconnections among the components. In a preferred embodiment, the call manager webstation system includes three components of 35 the call manager platform: client desktop systems, or SUBSTITUTE SHEET (RULE 26) workstations, hereinafter referred to also as the client webstations 630 for delivering call routing management functions...now be described in detail with reference to additional figures.

As described above, the client webstation 630

provides a web-based graphical user interface (GUI) offering data management and data presentation... GUI is typically written using the Java programming language to insure platform independence. The client webstation 630 typically includes a web browser with Java applets for the interface for providing access... client browsers (client webstations) 630 when the Uniform Resource Locator (URL) for the call manager webstation client GUI application is accessed.

The call manager webstation client GUI application of the system of the present invention is invoked by clicking an... The customer is then presented with a toolbar for launching each of the call manager webstation application features (Figure 13 at 880).

Moreover, on-line help is offered via hyper-text... in a language of the geographic locale, e.g., English, or French.

Each call manager webstation application feature may be accessed through an icon button on a tool bar (Figure 13... a separate process, to allow processing to continue from other applications within the call manager webstation system.

In a preferred embodiment, a Netscape Server Application Program Interface (NSAPI) module may be... RULE 26) physically in the web server. Figure 5 illustrates an example of call manager webstation application physical architecture when one or more... StarOE system 631, verifying that a customer's profile allows access to the call manager webstation application. Upon valid authentication, the call manager webstation application session may begin with the client webstation communicating with the call manager web servers 632 for providing the various functionalities.

In another... the proxy server 670 formats a response message which is sent back to the client webstation 630 so that it is displayed on the current web ...610). The call manager integrated data server (CMIDS) 640 generally services web requests for the webstation application and serves as a front end for the routing engine, e.g., SCP (Figures... 640 also provides pass through connectivity for rules writing and other provisioning

from the client webstation 630 to the routing engine, e.g., SCP 610. The CMIDS includes databases 642a-c client sessions. As described above, the proxy server 670 generally handles webstation client 630 requests passed from the web servers 632 by accepting message transactions from the webstation client 630 via the web servers 632, maintains logging information, sends the request to a... proper privilege to perform the task. The user validation function may be performed for the webstation client 630 also, in addition to a validation conducted by the networkMCI Interact StarOE authentication ... module services transactions requiring SCP services to fulfill the request. The transactions originating from a webstation client 630, are translated to a correct MML format and sent to the routing engine...components offering functions analogous to the networkMCI Interact equivalents, but applicable to the call manager webstation (CMWS) application specifically.

The proxy 670 software component was described above with reference to Figure... free numbers, logical terminations, DAP-based details and trigger plans required for the call manager webstation system. Most of this data may be provisioned in NetCap 758 via the Toll Free...on the SCP. Based on instructions in the rule set defined by the call manager webstation system customer, the call by call application selects the HSN ACD path group at step...4), the networkMCI Interact backplane creates a separate browser window and populates the call manager webstation URL. The call manager webstation web server then downloads the call manager client application for execution within the new browser window.

In a second embodiment, the call manager webstation application may be launched as a standalone, i.e., outside the networkMCI Interact home page. For example, a customer may retrieve the web page the call manager webstation application directly from the client's web browser by pointing to the call manager webstation URL. The call manager webstation web server then downloads the call manager client application for execution, in a similar manner... inherits the attributes of the COBackPlane class.

The CMBackPlane is launched with the call manager

webstation web page and provides backplane functionalities within the context of the call manager webstation application. The call manager client application also includes a `CMFeature` class from which the `CMFeatureFrame`, in which to run the selected feature.

Call manager webstation application features

As described above, the call manager webstation application allows authorized customers to manage their ACD data networks via a web-based interface ...process flow

800 for the system of the present invention. A customer at a client webstation 630 having Internet connectivity and a web browser, for example, the Internet Explorer@ 4.01, accesses the call manager webstation application by pointing the browser to the networkMCI Interact URL as shown at step 802... web server. With downloading and presenting of the home page, the web browser at the webstation 630, deploys a backplane applet via which the call manager client GUI application may be... the conduit through which all other client applications may be deployed, including the call manager webstation GUI client application. At step 810, the backplane requests a list of authorized applications from... platform. At step 812, a select list of applications which may include the call manager webstation application of the present invention, is enabled on the home page according to the customer specific entitlements, as received from the StarOE.

The call manager webstation application may then typically be accessed from the home page (Figure 4) with an icon labeled "call manager" 252f (Figure 4) as shown at step 814. Accordingly, a call manager webstation session begins when a customer clicks on the call manager icon, triggering the backplane to launch the call manager webstation client GUI application.

At step 816, the customer is then presented with a call manager webstation application log on dialog, on which the customer enters the call manager webstation log on name and password. In addition, the customer may be presented with a change...The SCP id selected at log in is populated in the toolbar at the client webstation .

Referring back to Figure 12, at step 820, the SUBSTITUTE SHEET (RULE 26) entered log in name is validated typically by the call manager webstation web server or the proxy as described with reference to their functionalities above. At step 822, if the log on is valid, the call manager webstation applet is downloaded to the customer webstation 630, and at step 824, the customer is presented with the screen 870 shown in...situations encountered in a rule set. System performance reports allow the customer at a workstation (webstation) to monitor capacity of the host and application components to foresee and prevent possible outages...i.e., application status, ACD gateway status, partner links status, signaling network links status, and webstation session links status.

Selecting an option displays a list including information relevant to that option... ..names, link names, states, dates/times of last change, and adjacent point codes. Selecting the WebStation session links status option displays information such as workstation instance numbers, locations, states, user ids...The present invention supports a branding functionality which allows users to open the call manager webstation application in a company specific context. Figure 21 illustrates an example of a class diagram... ..1064, inheriting all the applet attributes and methods. The main URL for the call manager webstation application uses JavaScript, a client-side scripting language, to 20 render the html. The... ..directs the browser to retrieve a company brand. The browser then opens the call manager webstation application web page with the company brand specified in the query portion of the URL... ..user. Subsequent texts and phrases are rendered in the language chosen.

Typically, the call manager webstation application is opened with a default language as set by the operating system. The user... ..The table includes a COAppResource bundle for each of the main functional areas within the WebStation application, SUBSTITUTE SHEET (RULE 26) i.e. App, GDD, Rules, NEMS, Reporting, Security, Provisioning, etc... ..e.g., US = United States.

An AppResource typically exists for each functional area within the webstation . In addition, there is a global list of resources that are common to SUBSTITUTE SHEET...the global string resources, this class is named CMAAppStrings, in reference to the main class webstation .cmco.CMAApp Because translation of phrases generally may require more than one-to-one mappings...

Claims:

- 1 A web-based call manager webstation system for controlling and monitoring customer's telecommunication network routing configurations via an integrated interface... ..located at a client workstation for enabling interactive web-based communications with the call manager webstation system and providing the integrated interface; at least one secure server for managing one or... ..the web-based integrated interface. SUBSTITUTE SHEET (RULE 26)
- 2 The web-based call manager webstation system as claimed in claim 1, wherein the system further includes a proxy server for... ..the information to the customer at the client workstation.
- 3 The web-based call manager webstation system as claimed in claim 2, wherein the system further includes one or more database... ..s), and forwarding the information to the configuring device.
- 4 The web-based call manager webstation system as claimed in claim 1, wherein the secure server further includes: a session manager... ..receives a current communication transaction from the configuring device.
- 5 The web-based call manager webstation system as claimed in claim 4, wherein the secure server further includes a device for... ..whereby the customer session is no longer deemed valid.
- 6 The web-based call manager webstation system as claimed in claim 1, wherein the system further enables the customer to view... ..the routing engine for use during the call routing.
- 8 The web-based call manager webstation system as claimed in claim 7, wherein the call routing rules are applied on a call by call basis.
- 9 The web-based call manager webstation system as claimed in claim 7, wherein the system SUBSTITUTE SHEET (RULE 26) further enables... ..scenarios in which to test a rules set logic.
- 10 The web-based call manager webstation system as claimed in claim 9, wherein the configuring device further enables the customer to... ..scenarios in which to test the rules set.
- 11 The web-based call manager webstation system as claimed in claim 10, wherein the call context parameters include called-number, ANI, CED, carrier, data and time of a simulated call.
- 12 The web-based call manager webstation system as claimed in claim 10, wherein the call context parameters which may be defined... ..the customer further include call destinations affecting load balancing.

13 The web-based call manager webstation system as claimed in claim 10, wherein the call context parameters which may be defined ... the customer further include quotas affecting load balancing.

14 The web-based call manager webstation system as claimed in claim 9, wherein the system further enables the customer to step... one line at a time. SUBSTITUTE SHEET (RULE 26)

15 The web-based call manager webstation system as claimed in claim 9, wherein the system further enables the customer to run... simulation without stopping when testing the rules' set.

16 The web-based call manager webstation system as claimed in claim 9, wherein the configuring device further enables the customer to... associated with a call being simulated during the simulation.

17 The web-based call manager webstation system as claimed in claim 16, wherein the status information view includes a destination status view.

18 The web-based call manager webstation system as claimed in claim 16, wherein the status information view includes a destination details view.

19 The web-based call manager webstation system as claimed in claim 16, wherein the status information view includes a call detail records view.

20 The web-based call manager webstation system as ... perform load-balancing based on the agent pool statistics.

21 The web-based call manager webstation system as claimed in claim 20, wherein the agent pool SUBSTITUTE SHEET (RULE 26) statistics include average call handling time.

22 The web-based call manager webstation system as claimed in claim 20, wherein the agent pool statistics include a number of agents.

23 The web-based call manager webstation system as claimed in claim 20, wherein the agent pool statistics include a number of calls routed to each destination.

24 The web-based call manager webstation system as claimed in claim 1, wherein the call routing parameters which may be viewed... 6- by a load balancing algorithm performing load balancing.

25 The web-based call manager webstation system as claimed in claim 1, wherein the call routing parameters which may be viewed and modified include termination destination identifiers.

26 The web-based call manager webstation system as claimed in claim 25, wherein the termination destination identifiers include a single call termination into a single telephone instrument.

27 The web-based call manager webstation system as claimed in claim 25, wherein the termination destination identifiers include a line termination... a private branch exchange (PBX). SUBSTITUTE SHEET (RULE 26)

28 The web-based call manager webstation system as claimed in claim 25, wherein the termination destination identifiers include a single call termination into an ACD.

29 The web-based call manager webstation system as claimed in claim 25, wherein the terminationdestination identifiers include a group of destinationidentifiers terminating into an ACD.

30 The web-based call manager webstation system as claimed in claim 1, wherein the call routingparameters which may be monitored... protocols for selecting destinationidentifiers for routing calls.1- 31. The web-based call manager webstation system as claimed in claim 30, wherein the distributionprotocols include a round-robin protocol.

32 The web-based call manager webstation system as claimed in claim 30, wherein the distributionprotocols include a direct protocol in... based on a percentage allotted to eachdestination identifier.

33 The web-based call manager webstation system as claimed in claim 1, wherein the call routingparameters which may be viewed and modified includerule routing quotas associated with destinations.

34 The web-based call manager webstation SUBSTITUTE SHEET (RULE 26)system as claimed in claim 1, wherein the call routingparameters... ..executed based on the one or morecharacteristic(s).

35 The web-based call manager webstation system as claimed in claim 1, ... includeparameters affecting authentication and entitlements tothe system.

36 The web-based call manager webstation system as claimed in claim 35, wherein the parametersaffecting authentication and entitlements includebusiness hierarchies representing corporations andaccount groups.

37 The web-based call manager webstation system as claimed in claim 35, wherein the parametersaffecting authentication and entitlements include useridentifiers.

38 The web-based call manager webstation system as claimed in claim 35, wherein the parametersaffecting authentication and entitlements include dataaccess privileges.

39 The web-based call manager webstation system as claimed in claim 2, wherein the systemfurther enables the customer to view... ..thecustomer by the customer via the configuring device.

40 The web-based call manager webstation system as claimed in claim 39, wherein the informationincluding current peg counts are continuouslyupdating the informationcontinuously as the information is received.

41 The web-based call manager webstation system as claimed in claim 2, wherein the systemfurther enables the customer to view... ..and - forwarded to the customer via the configuringdevice.

42 The web-based call manager webstation system as claimed in claim 41, wherein the informationincluding current call center ACD statistics... ..theinformation. continuously as the information isreceived.

1 43. The web-based call manager webstation system as claimed in claim 1, wherein the configuringdevice further enables the customer to run provisioningSUBSTITUTE SHEET (RULE 26)reports.

44 The web-based call manager webstation system as claimed in claim 1, wherein the configuringdevice further enables the customer to run

statistical reports.

45 The web-based call manager webstation system as claimed in claim 1, wherein the configuring device further enables the customer to... of network control elements for presentation to the customer.

46 The web-based call manager webstation system as claimed in claim 1, wherein the system further enables the customer to display status of the web-based call manager webstation system via the configuring device.

47 The web-based call manager webstation system as claimed in claim 1, wherein the system further presents alarms related to running of the web-based call manager webstation system via the configuring device.

48 The web-based call manager webstation 2- system as claimed in claim 1, wherein the system further enables the ... device to administer host systems including the routing engine.

49 The web-based call manager webstation system as claimed in claim 1, wherein the system SUBSTITUTE SHEET (RULE 26) further enables... routing engine to the plurality of network control elements.

50 The web-based call manager webstation system as claimed in claim 1, wherein the configuring device further includes a branding device for branding presentation views in a specific context.

51 The web-based call manager webstation system as claimed in claim 1, wherein the configuring device further includes a translation device... configuring device in a language of a geographic locale.

52 The web-based call manager webstation system as claimed in claim 20, wherein the agent pool statistics include one selected from... calls to a number of agents working on calls.

53 The web-based call manager webstation system as claimed in claim 52, wherein the agent pool statistics includes any combination of... at the customer workstation to denote customer-specific context.

68 A web-based call manager webstation system for controlling and monitoring customer's telecommunication network routing configurations, the system comprising: a... for enabling interactive web-based SUBSTITUTE SHEET (RULE 26) I communications with the call manager webstation system; at least one secure server for managing one or more customer session(s) over... control call routing via the client browser application. 1- 69. The web-based call manager webstation system as claimed in claim 68, wherein the configuring device further includes a branding device for branding presentation views according to specific customer context.

70 The web-based call manager webstation system as claimed in claim 68, wherein the configuring device further includes a translation device... a language of SUBSTITUTE SHEET (RULE 26)- geographic locale.

71 The web-based call manager webstation system as claimed in claim 68, wherein the configuring device further includes a translation device... configuring device in a language selected by the customer.

72 The web-based call manager webstation system as claimed in claim 68, wherein the configuring device further enables the customer to...

2/3K/18 (Item 4 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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00488451

**INTEGRATED CUSTOMER INTERFACE FOR WEB BASED COMMUNICATIONS
NETWORK MANAGEMENT**
INTERFACE CLIENT INTEGREE POUR LA GESTION DE RESEAUX DE
COMMUNICATIONS BASES SUR LE WEB

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	Country	Number	Kind	Date
Patent	WO	9919803	A1	19990422
Application	WO	98US20173		19980925
Priorities	US	9760655		19970926

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AU, BR, CA, JP, MX, SG, AT, BE, CH, CY,
DE, DK, ES, FI, FR, GB, GR, IE, IT, LU,
MC, NL, PT, SE

Language Publication Language: English

Fulltext word count: 90769

Detailed Description:

...a high level overview of the call manager system environment; Figure 41 illustrates call manager webstation component architecture of the nMCI Interact system, showing interconnections among the components; Figure 42 illustrates... ..manager web server 1132 and its components; Figure 44 illustrates an example of call manager webstation application physical architecture when one or more call manager web servers 1132 bypass the CMIDS...system component of the present invention; Figure 48 illustrates an example of a call manager webstation application screen including the toolbar and the route writing palette; Figure 49 shows an example...Scheduler server 260 via the report Manager.

Subsequently, as indicated at step 360, the Report Scheduler server 260 sends the ARD message to the fulfilling server which queues the report and...shown); an intelligent routing host (IR host) 1112; and client workstations, i.e., call manager webstation client 1130, and/or Nexus workstation client 1126. The SCP 1110 is a routing engine ...via the CMIDS 1140, and thus delivers the call manager functionality to the call manager webstation client 1030 via a standard web browser and the Internet. The web server 24 is... ..using the public Internet by directing a web browser 20 running on the call manager webstation to point to a call manager Uniform Resource Locator (URL).

The call manager webstation 1130 may be any hardware/software platform connected to the public Internet and running a supported web browser. The call manager webstation 1120 is typically owned and maintained by the customer. The call manager webstation 1130 includes a web-based graphical user interface (GUI) application which enables the customers to... ..SHEET (RULE 26) hierarchy structures and function profiles may be

performed via the call manager webstation 's web-based GUI application.

in addition, the Nexus client workstation 1126 is included as an alternate client for the SCP host 1110.

The presence of the call manager webstation 1130 does not preclude use of the Nexus client workstations 1126.

The Nexus client workstation... ..ACD and routing information in either tabular or graphical forms, The Nexus client Call Manager Webstation architecture Figure 41 illustrates the call manager webstation component architecture showing interconnections among the components. In a preferred embodiment, the call manager webstation system includes three components of the call manager platform: client desktop systems, or a SUBSTITUTE... ..now be described in detail with reference to additional figures.

As described above, the client webstation 1130 provides a web-based graphical user interface (GUI) offering data management and data presentation... ..web browser with Java applets for the interface for providing access to the call manager webstation application from a standard web browser, e.g., Internet Explorer V4 In addition, the networkMCI... ..RULE 26) (client webstations) 1130 when the Uniform Resource Locator (URL) for the call manager webstation client GUI application is accessed.

The call manager webstation client GUI application of the system of the present invention is typically invoked by clicking... ..The customer is then presented with a toolbar for launching each of the call manager webstation application features as shown in Figure 49 at 11880. Moreover, on line help is offered... ..hyper-text markup language (HTML) documents residing on the web servers 1132.

Each call manager webstation application feature may be accessed through an icon button in a tool bar 11880 as...a separate process, to allow processing to continue from other applications within the call manager webstation system.

In a preferred embodiment, a Netscape Server
Application Program Interface (NSAPI) module may be...

2/3,K/13 (Item 1 from file: 275)
DIALOG(R)File 275: Gale Group Computer DB(TM)
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02252257 **Supplier Number:** 53389834 (Use Format 7 Or 9 For FULL TEXT)
Call Center Roundup.(Buyers Guide)

Teleconnect , 16 , 12 , 78(1)

Dec, 1998

Document Type: Buyers Guide

ISSN: 0740-9354

Language: English **Record Type:** Fulltext; Abstract

Word Count: 6375 **Line Count:** 00527

Abstract: ...Office customer-assistance software modules handle telephone and Internet support services. CosmoCom, Digital Techniques, and IEX Corp offer a variety of options. Melita International and NICE Systems are known for their...

Abstract:

...sent, logged, and tracked. Contact Center also lets supervisors manage agents, queues, service levels, and workflow rules in real-time.

CALL CENTER SOLUTIONS

Call Center Solutions by Chadbourne Marcath, Inc. (Chicago, IL... calls overflowing between sites, transferring calls between agent groups, and in or out of IVRs.

IEX CORPORATION

IEX (Richardson, TX -- 972-301-1300) offers TotalNet, a call routing system that connects multiple call...

...browser interface lets you generate standard or custom reports. TotalNet can also be integrated with TotalView , IEX 's workforce management system. TotalView features forecasting, scheduling, analysis/reporting, and administration for a large staff. Employee-tracking information provided by TotalView can be automatically shared with TotalNet operations, to monitor call center agents in various locations, create employee work schedules, and generate reports based on agent statistics. TotalView software starts at \$36,000 (including installation and training). TotalNet and TotalView are both client/server systems that use Sun UNIX-based servers. Client software is Windows...

2/3,K/11 (Item 1 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
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08925248 **Supplier Number:** 18636475 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Focus on: workforce management for multiple call centers.

Telemarketing , v15 , n1 , p16(5)
July , 1996
ISSN: 0730-6156
Language: English
Record Type: Fulltext
Word Count: 2253 **Line Count:** 00183

Text:

Editor's Note: This month's column is addressed by Art Olender, regional manager, of IEX Corporation, a developer of products for call centers, public carriers and private networks. IEX call center products are advanced client/server systems using Windows PC workstations for real-time ...

...traffic engineering formulas. A sound workforce management system also takes into account a company's work rules. Although the list of staffing requirements can get rather long for some companies, any automated ...

...multiple sites and multiple ACD vendors? Does it take into account a wide variety of work rules and also accommodate the needs of individuals in a number of different call centers?
2...

2/3,K/10 (Item 2 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
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05145309 **Supplier Number:** 47853526 (USE FORMAT 7 FOR FULLTEXT)

Applied Voice Technology and IEX Team to Provide Complete Call Center Management Solution.
Business Wire , p 07230353
July 23 , 1997
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 691

Applied Voice Technology and IEX Team to Provide Complete Call Center Management Solution.

AgentXpressNT (TM) and TotalView (TM) enable small to mid-size call centers to maximize productivity

Applied Voice Technology Inc. (NASDAQ: AVTC) and IEX Corporation (Richardson, TX) today announced an agreement to interface Applied Voice Technology's (AVT) AgentXpressNT (TM) with IEX 's TotalView (TM) Workforce Management system.

"This new offering supports AVT's strategy to provide small to...

...comprehensive solution on the market," said Joe Staples, AVT's senior vice president, worldwide marketing. " TotalView 's analysis of the call center activity maintained by AgentXpressNT allows managers to ensure consistent service levels, maximize staff productivity and reduce operating expenses."

" TotalView 's interface to AgentXpressNT will be a valuable tool for our combined customers to create a greater level of call center efficiency," said Debbie May, IEX vice president, call center products.

AgentXpressNT, the first Windows NT-based automatic call distributor (ACD...

...maintained in this database includes agent, queue and trunk activity, service goals and operating parameters. TotalView maintains extensive employee information, such as individual work rules , work preferences, employee schedule history and personnel information. TotalView queries AgentXpressNT to collect the call center data and compares it to the employee information...

...customized to meet the needs of businesses, based on the forecasts and schedules provided by TotalView . AgentXpressNT's flexible routing tables are definable by agent, trunk and queue conditions, as well...

...for the small to mid-size call center.

A nationally recognized product for call centers, TotalView enables businesses including financial institutions, public utilities, hospitality companies, reservation centers and telecommunications carriers to...

...call centers while simultaneously cutting operating costs. In one comprehensive and easy-to-use system, TotalView integrates forecasting and scheduling, attendance and agent productivity tracking, payroll input, vacation and holiday planning...

...Tucson, Ariz. AVT is publicly traded under the symbol "AVTC" on the NASDAQ national market.

IEX Corporation, with headquarters in Richardson, Texas, is a fast-growing privately held company. Founded in 1988, the company develops products for call centers, telecommunications carriers and private networks. IEX sells its products and services in the USA through its direct sales force and internationally through selected distributors. IEX can be reached on the Internet at <http://www.iex.com> or by e-mail: info@iex.com

-0- NOTE TO EDITORS: News releases are available from AVT's Newsroom fax server...

...site at www.appliedvoice.com .

AgentXpressNT(TM) is a trademark of Applied Voice Technology Inc.
TotalView is a trademark of IEX Corporation. Other products mentioned
are trademarks of their respective owners.

CONTACT: Network Associates	IEX Corporation
Sherri Walkenhorst	Stan Jasinski
801/373-7888	972/301-1300
sherriw@netassoc.com	stan@iex.com
WORLD WIDE WEB:	
www.appliedvoice.com	www.iex.com

Company Names: *Applied Voice Technology Inc.; IEX Corp.
Descriptors:

2/3,K/9 (Item 1 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

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10061815 **Supplier Number:** 83483434 (USE FORMAT 7 FOR FULLTEXT)

**Workforce management: managing today's diverse (and expensive, and turnover-prone)
agents means more than just clocking people in and out. (Contact Center).(Brief Article)**
Green, Andy

Communications Convergence , v 9 , n 12 , p 42(6)

Dec , 2001

Language: English **Record Type:** Fulltext

Article Type: Brief Article

Document Type: Magazine/Journal ; Trade

Word Count: 2740

...call center as an event-driven/event-generating state machine into which
policies and business rules , agent schedules , ACD routing rules , and
traffic patterns are input. A virtual clock then ticks away as the software
mimics...

...re-run until an optimal solution emerges. Simulation-based products
include those from Blue Pumpkin, IEX , and ESI.

Which is better? Depends on your priorities. Analytic systems are
faster at generating...

...making quick-and-dirty schedule adjustments without rerunning a
half-hour simulation sequence. For example, IEX 's simulation-based
TotalView workforce management product includes ...hosted version of the
same software and is available on a fee-for-service basis.

IEX

Call centers with complex ACD scripts may not be suitable for
formula-based staffing software. IEX 's (Richardson, TX -- 800-433-7692,
www.iex.com) TotalView 2's embedded simulator integrates with IEX 's
multi-skill scheduler to create schedules that will meet service level
goals. More than just a planning tool, TotalView includes an Intraday

Management module that can reforecast service levels during the workday

Dialog eLink: 

2/3,K/8 (Item 5 from file: 15)

DIALOG(R)File 15: ABI/Inform(R)

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01817222 04-68213

A little of this, and a pinch of that

Vartabedian, Matthew

Call Center Solutions v17n4 pp: 46-50

Oct 1998

ISSN: 1521-0774 **Journal Code:** TLM

Word Count: 1630

Abstract:

...levels, agent schedules, agent seniority, forecasts for each call type, network and/or ACD routing rules, etc. Three workforce management vendors - Blue Pumpkin Software, IEX Corp., and TCS Management Group Inc. - have recently announced products designed to solve the skills...

Text:

...given time period and service level.

The Rub

Three workforce management vendors (Blue Pumpkin Software, IEX Corporation and TCS Management Group, Inc.) have recently announced products designed to solve the skillsbased...

...contact details:

* Blue Pumpkin - PrimeTime Skills, Ofer Matan (650-948-4998),
www.blue-pumpkin.com

* IEX Corporation -- TotalView Workforce Management Version 2.0, Stan Jasinski (972-301-1300), www.iex.com

* TCS Management Group SeriesFive, Jennifer Stroud (615-2216800),
www.tcsmgmt.com

Here are a...

Dialog eLink: 

2/3,K/7 (Item 4 from file: 15)

DIALOG(R)File 15: ABI/Inform(R)

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02281310 91701262

Out with the new, in with the old: A look at scheduling alternatives

Spraetz, Brian

Customer Inter@Ction Solutions v20n5 pp: 48-50

Nov 2001

Journal Code: TLM

Word Count: 1929

Text:

...as well as agents. Once bidding is closed, agents selections can be evaluated against bidding rules and schedules automatically assigned without the need for supervisory involvement. Schedules that have not received any bids...

...cling to an agent scheduling method that is quagmired in evolutionary muck.

BY Brian spraeetz,

IEX Corporation

Brian Spraeetz is the director of marketing for IEX Corporation (www.iex.com). He has over 15 years of experience in bringing high-technology solutions to the customer service and contact center markets. IEX is a provider of workforce management and intelligent call routing solutions.

2/3,K/1 (Item 1 from file: 13)

DIALOG(R)File 13: BAMP

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00840961 99614543 3777935 (Use Format 7 Or 9 For Fulltext)

Titans Of Time Management -- Time waits for no one, and that includes agents at your call center. To help ensure that they use their time efficiently, you can turn to workforce management software.

Call Center , p 28

April 01, 2003

Document Type: Journal (United States)

Language: English **Record Type:** Fulltext

Word Count: 4473 (Use Format 7 Or 9 For Fulltext)

Text:

...basic forecasting and scheduling functionality and allows you to create and manage schedules following basic work rules for single or multi-skilled agents. Essential also lets you assign agents to work specific...

...s latest features but that can create forecasts and schedules based on inbound call volumes.

IEX (Richardson, TX), one of the first WFM vendors to offer a Web browser-based component, upgraded the WebStation module of its TotalView Workforce Management suite. WebStation enables you and agents to view their schedules and performance statistics on-line.

The latest version of WebStation allows agents to bid on-line for the shifts they want. Agents view available schedules...

...seniority and their performance statistics. Afterward, agents can view their schedules on-line.

New to WebStation is Activity Tracker. The feature lets you keep tabs on whether agents are logged in to WebStation to receive schedule change notifications and view their performance statistics. Activity Tracker also lets you confirm that agents viewed and acknowledged schedule changes. TotalView automatically sends a pop-up alert when you change their schedules. You can also view when agents bid on a given shift or trade shifts with co-workers.

IEX also upgraded TotalView Workforce Management by adding a Change Management feature, which lets you make changes to agents...

...call in sick, go on vacation or successfully bid on different shifts. Key features of TotalView Workforce Management include forecasting, scheduling and hypothetical staffing scenarios. The last helps you estimate how...

...an event might impact call volumes and, therefore, how many agents you'll need. The WebStation and Audit Trail modules are optional. A third optional module, Real-Time Adherence Monitoring, checks...

...Bid Manager, a module that works with software from vendors like Aspect, Blue Pumpkin and IEX. After you create schedules using those vendors' WFM apps, agents can bid for the hours...

...888-GENESYS

www.genesyslabs.com

Global Management Technologies (GMT)

770-416-6000

www.gmtcorp.com

IEX
800-433-7692/972-301-1300

www.iex.com

ISC

212-477-8800

www.isc.com

Left Bank Solutions

310-207-6800

www...

? b 411

```
19jan12 13:14:47 User276702 Session D340.3
  $2.09    0.324 DialUnits File13
    $1.80   1 Type(s) in Format  3
    $0.00   3 Type(s) in Format  6 (UDF)
    $1.80   4 Types
$3.89 Estimated cost File13
  $7.83    1.237 DialUnits File15
    $4.00   2 Type(s) in Format  3
    $0.00   5 Type(s) in Format  6 (UDF)
    $4.00   7 Types
$11.83 Estimated cost File15
  $8.84    1.397 DialUnits File16
    $4.00   2 Type(s) in Format  3
    $0.00   2 Type(s) in Format  6 (UDF)
    $4.00   4 Types
$12.84 Estimated cost File16
  $3.18    0.341 DialUnits File23
$3.18 Estimated cost File23
  $0.78    0.085 DialUnits File57
$0.78 Estimated cost File57
  $12.37   1.914 DialUnits File148
    $2.00   1 Type(s) in Format  3
    $0.00   1 Type(s) in Format  6 (UDF)
    $2.00   2 Types
$14.37 Estimated cost File148
  $2.41    0.505 DialUnits File180
    $0.00   1 Type(s) in Format  6 (UDF)
    $0.00   1 Types
$2.41 Estimated cost File180
  $1.94    0.300 DialUnits File275
    $0.90   1 Type(s) in Format 95 (KWIC)
    $0.00   1 Type(s) in Format  6 (UDF)
    $0.90   2 Types
$2.84 Estimated cost File275
  $3.37    0.564 DialUnits File324
```

```

        $0.32 1 Type(s) in Format 6 (UDF)
    $0.32 1 Types
$3.69 Estimated cost File324
    $3.13 0.562 DialUnits File349
        $6.00 3 Type(s) in Format 3
        $3.00 10 Type(s) in Format 6 (UDF)
    $9.00 13 Types
$12.13 Estimated cost File349
    $2.87 0.445 DialUnits File621
$2.87 Estimated cost File621
    $3.29 0.507 DialUnits File649
$3.29 Estimated cost File649
    $11.14 1.614 DialUnits File654
        $1.00 1 Type(s) in Format 3
        $0.64 2 Type(s) in Format 6 (UDF)
    $1.64 3 Types
$12.78 Estimated cost File654
    $0.12 0.102 DialUnits File717
        $1.75 1 Type(s) in Format 3
        $0.00 1 Type(s) in Format 6 (UDF)
    $1.75 2 Types
$1.87 Estimated cost File717
    $0.16 0.023 DialUnits File765
        $0.32 1 Type(s) in Format 95 (KWIC)
        $0.00 1 Type(s) in Format 6 (UDF)
    $0.32 2 Types
$0.48 Estimated cost File765
    $0.08 0.070 DialUnits File810
$0.08 Estimated cost File810
    $15.90 3.124 DialUnits File998
        $2.00 1 Type(s) in Format 3
        $0.00 1 Type(s) in Format 6 (UDF)
    $2.00 2 Types
$17.90 Estimated cost File998
    OneSearch, 17 files, 13.115 DialUnits FileOS
    $1.87 INTERNET
    $109.10 Estimated cost this search
$463.73 Estimated total session cost 115.141 DialUnits
File 411:DIALINDEX(R)

```

DIALINDEX(R)
(c) 2012 Dialog

*** DIALINDEX search results display in an abbreviated ***
*** format unless you enter the SET DETAIL ON command. ***

? sf all

You have 346 files in your file list.
(To see banners, use SHOW FILES command)

? s (call or contact) () (center? or centre?) and (schedul? or shift? or vacation?) (n2)
(swap?? or bid?? or trad??) (n4) (rule? or constraint? or polic??) not py>2003

[illegible]

[illegible]

[illegible]

[illegible]

Processing
Processing
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Processing
Processing
Processing

Your SELECT statement is:

S (CALL OR CONTACT) () (CENTER? OR CENTRE?) AND (SCHEDUL? OR SHIFT? OR
VACATION?) (N2) (SWAP?? OR BID?? OR TRAD??) (N4) (RULE? OR CONSTRAINT? OR
POLIC??) NOT PY>2003

Items	File
-------	------

----	----
------	------

1	13: BAMP_2012/Jan 18
---	----------------------

1	15: ABI/Inform(R)_1971-2012/Jan 18
---	------------------------------------

Processing
Processing
Processing
Processing

2	20: Dialog Global Reporter_1997-2012/Jan 19
---	---

Examined 50 files

Processing

3	148: Gale Group Trade & Industry DB_1976-2012/Jan 16
---	--

Examined 100 files

1	180: Federal Register_19852012/Jan 19
---	---------------------------------------

Processing
Processing
Processing
Processing

Examined 150 files

Processing
Processing
Processing
Processing

Examined 200 files

Examined 250 files

Processing

1	608: MCT Information Svc._1992-2012/Jan 19
---	--

Processing

1	619: Asia Intelligence Wire_1995-2012/Jan 18
---	--

1	636: Gale Group Newsletter DB(TM)_1987-2012/Jan 16
---	--

2	637: Journal of Commerce_1986-2012/Jan 17
---	---

Processing

Examined 300 files


```
>>>I/O error in file 757
      1 765: Frost & Sullivan 1992-1999/Apr
```

3 998: NewsRoom 2000-2003

? b hits

SYSTEM:OS - DIALOG OneSearch
File 13:BAMP 2012/Jan 18
(c) 2012 Gale/Cengage
File 15:ABI/Inform(R) 1971-2012/Jan 18


```
Processing
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Processing
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Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processed   10 of   11 files ...
Processing
Processing
Processing
Completed processing all files
      18845279    CALL
      23499118    CONTACT
      15899336    CENTER?
      10923660    CENTRE?
           695312    (CALL OR COM
     12280944    SCHEDUL?
      4874039    SHIFT?
      1055688    VACATION?
       861683    SWAP??
      7164161    BID??
     22755906    TRAD??
```

```

12159525  RULE?
880360    CONSTRAINT?
27021252  POLIC??
          2430  ((SCHEDUL? OR SHIFT?) OR VACATION?) (2N) ((SWAP?? OR BID??)
OR TRAD??) (4N) ((RULE? OR CONSTRAINT?) OR POLIC??)
101251904 PY>2003
S1      17  (CALL OR CONTACT) () (CENTER? OR CENTRE?) AND (SCHEDUL?
OR SHIFT? OR VACATION?) (N2) (SWAP?? OR BID?? OR TRAD??)
(N4) (RULE? OR CONSTRAINT? OR POLIC??) NOT PY>2003

```

? rd

>>>Duplicate detection is not supported for File 765.

>>>Records from unsupported files will be retained in the RD set.

```

S2      10  RD  (unique items)

```

? t s2/3,k/all

2/3,K/1 (Item 1 from file: 13)

DIALOG(R)File 13: BAMP

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00606708 24560719 1892253 (Use Format 7 Or 9 For Fulltext)

Automating For Better Workforce Management

(Call volume forecasting and staffing calculations are just 2 functions associated with workforce management software systems for call centers)

Article Author: Reynolds, Penny

Call Center Solutions , v 17 , n 9 , p 74-80

March 1999

Document Type: Journal ISSN: 0730-6156 (United States)

Language: English **Record Type:** Fulltext; Abstract

Word Count: 1504 (Use Format 7 Or 9 For Fulltext)

(...forecasting and staffing calculations are just 2 functions associated with workforce management software systems for call centers)

Abstract:

In today's call center , where most ongoing expense is associated with staffing, getting the right number of staff in place is vital to call center success and profitability. Call center managers have an abundance of performance and services statistics available to them from the automatic... ..and real-time statistics of the ACD, is a vital tool for a professionally managed call center in today's world. There are several fundamental functions related to a workforce management software... ..not all centers will require an automated system to do workforce management tasks. In general, call centers with over 30 agents and an increasingly intricate scheduling environment can cost justify automating these...

Text:

BY PENNY REYNOLDS, TCS MANAGEMENT GROUP, INC.

In today's call center, where the overwhelming majority of ongoing expense is related to staffing, getting the right number of staff in place to answer the calls is critical to call center success and profitability. Overstaffing results in spending needless dollars for additional staff, while understaffing lowers service levels and detrimentally influences morale, contributing to staff turnover.

Call center managers have a wealth of performance and service statistics available to them from the automatic...

photo omitted

The Need For Automated Systems

The trend in call centers is, in a word, growth. An increased volume of calls, coupled with the growing complexity...

...and real-time statistics of the ACD, is an essential tool for a professionally managed call center in today's world.

The basic functions associated with a workforce management software system are...

...period. A set of optimal schedules is then created based on these requirements and a call center's unique scheduling rules and constraints. These schedules are then assigned to staff based on shift bid rules and employee preferences.

* Day-to-day performance tracking. Perhaps the most critical component of a workforce management system is the intra-day comparison of actual performance against the plan. Call center management must actively compare the actual number of calls by half-hour to the call...
...handle time and actual number of staff on the phones to the schedule plan. The call center manager needs to see these changes as they are happening to make necessary adjustments as quickly as possible.

Cost Justifying Workforce Management Tools

Not all call centers need an automated system to accomplish workforce management tasks. Need is a function of size and operating complexity. Generally, call centers with more than 30 agents and an increasingly complex scheduling environment (expanded hours or days...

...Table 2).

* Reduction in workforce shrinkage. Many hours of staff time are lost in most call centers due to excessive amounts of nonproductive time (time spent not handling calls). An automated workforce...

...management and control of staff, reducing workforce shrinkage from 1 to 5 percent in most call centers (see Table 3).

* Reduction in network costs. A more consistent level of service to callers...

...of a set of schedules that minimizes understaffing as well as

overstaffing.

* Increased revenues. For call centers that realize revenue by answering calls (catalogs, reservations centers, etc.), workforce management automation can help...

...a successful implementation. During the purchase process, it is critical to motivate everyone in the call center to participate. While implementing workforce management results in a more efficient operation and a less...

...staff needed for each period to minimize overstaffing and understaffing and the ability to monitor call center performance and make adjustments as needed within the day. The end result is the ability...

...Management Group, Inc., which specializes in providing sophisticated workforce management solutions and consulting services to call centers of all sizes and configurations. Reynolds also teaches courses and seminars for Call Center University, a vendor-neutral educational division of TCS, and is a frequent speaker at call center industry conferences.

2/3,K/2 (Item 1 from file: 20)

DIALOG(R)File 20: Dialog Global Reporter

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32127817 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Q Max: Holiday Extras introduce flexible working hours with the help of Q Max Workforce Management software

M2 PRESSWIRE

November 06, 2003

Journal Code: WMPR Language: English Record Type: FULLTEXT

Word Count: 560

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...used Q-Max Workforce Management to introduce new flexible working hours into its Kent based contact centre.

Holiday Extras makes arrangements for over 2.5 million passengers a year. The contact centre deals with bookings for airport hotels, parking, rail and coach travel, insurance, exchange and other...
...part-time shifts.

Donnah Parkin, Resource Manager at Holiday Extras said. "During the week the contact centre is open until 11 pm at night and every Saturday and Sunday until 8pm. We needed...

...received over 500 applications. Donnah Parkin, concluded, "The

recruitment was extremely successful and now the contact centre is running smoothly thanks to Q-Max. Without its powerful intra-day scheduler, rule sets, shift swap and optimiser features it would not have been possible to introduce such flexible working practices...

...Systems Limited offers industry-leading workforce management solutions that improve the performance of a customer contact centre's most important and valuable asset its people. Addressing a broad range of key business...

2/3,K/3 (Item 2 from file: 20)

DIALOG(R)File 20: Dialog Global Reporter

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31506243 (USE FORMAT 7 OR 9 FOR FULLTEXT)

FCC Begins To Receive Complaints About Calls

Caroline E. Mayer

TECHNEWS.COM

October 02, 2003

Journal Code: WETQ **Language:** English **Record Type:** FULLTEXT

Word Count: 918

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...an e-mail.

The agency that was supposed to enforce the list was the Federal Trade Commission, which developed it. Under the rule, scheduled to take effect yesterday, the FTC was to impose fines of up to \$11,000...

...decides to, it's certainly their own choice."

The ATA is a trade group representing call - center firms that make solicitations on behalf of other companies, and its court challenge led to ...

Naics Codes/Descriptions: ...of Utilities); 92615 (Regulation Licensing & Inspection of Miscellaneous Commercial Sectors); 561422 (Telemarketing Bureaus); 56142 (Telephone Call Centers)

2/3,K/4 (Item 1 from file: 148)

DIALOG(R)File 148: Gale Group Trade & Industry DB

(c) 2012 Gale/Cengage. All rights reserved.

0020457508 **Supplier Number:** 109862011 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Holiday Extras introduce flexible working hours with the help of Q-Max Workforce Management software.

M2 Presswire , NA

Nov 6 , 2003

Language: English

Record Type: Fulltext

Word Count: 647 **Line Count:** 00056

...used Q-Max Workforce Management to introduce new flexible working hours into its Kent based contact centre .

Holiday Extras makes arrangements for over 2.5 million passengers a year. The contact centre deals with bookings for airport hotels, parking, rail and coach travel, insurance, exchange and other...

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...Systems Limited offers industry-leading workforce management solutions that improve the performance of a customer contact centre 's most important and valuable asset its people. Addressing a broad range of key business...

2/3,K/5 (Item 2 from file: 148)

DIALOG(R)File 148: Gale Group Trade & Industry DB

(c) 2012 Gale/Cengage. All rights reserved.

0020154882 **Supplier Number:** 93215595 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Poland Business Report Weekly.

Poland Business Report Weekly , NA

Sept 23 , 2002

Language: English

Record Type: Fulltext

Word Count: 23805 **Line Count:** 01855

...remaining stake in the Polaniec power plant to its strategic investor Tractabel well ahead of schedule

ECONOMIC POLICY

Agricultural trade deal with Hungary opens cabinet rift, likely derails shot at liberalization

An agricultural trade deal...shift is tied predominantly to an outstanding tax issue.

COMPANY NEWS

PTC Mobile Operator begins call center investment due mid-2003

with target employment of 350

Mobile operator PTC, running the Era GSM system, laid a cornerstone under a call center investment, targeting completion in mid-2003 and ultimate employment of 350, PTC and government press...

2/3,K/6 (Item 1 from file: 180)

DIALOG(R)File 180: Federal Register

(c) 2012 format only DIALOG. All rights reserved.

DIALOG Accession Number: 02274118 **Supplier Number:** 930201997
Privacy Act of 1974; Reissuance of DOD Systems of Records Notices

Volume: 58 **Issue:** 33 **Page:** 10002

Citation Number: 58 FR 10002

Date: MONDAY, FEBRUARY 22, 1993

2/3,K/7 (Item 1 from file: 608)

DIALOG(R)File 608: MCT Information Svc.

(c) 2012 MCT Information Svc. All rights reserved.

07162119 (USE FORMAT 7 OR 9 FOR FULLTEXT)

The Palm Beach Post, Fla., Business Briefs Column

Palm Beach Post, Fla

November 14, 2002

Document Type: NEWSPAPER **Record Type:** FULLTEXT **Language:** ENGLISH

Word Count: 201

Lead Paragraph:

Text:

...lawmakers are expected to be on hand today and Friday for the second International Agricultural Trade and Policy Conference.

Scheduled speakers, including U.S. Department of Agriculture chief economist Keith Collins and Florida Agriculture Commissioner...

...target small and medium-size companies.

Customers in Portugal will be serviced through Viking's call center in the northwest region of Spain. Office Depot (NYSE: ODP, \$14.90) employs about 2...

2/3,K/8 (Item 1 from file: 637)
DIALOG(R)File 637: Journal of Commerce
(c) 2012 UBM Global Trade. All rights reserved.

TRADE CALENDAR

JOURNAL OF COMMERCE (JC) - october 22, 1997
Edition: Five Star **Section:** TRADETAB **Page:** 3C
Word Count: 2341

...212) 435-3170.

The Infrastructure Opportunities in South America II Conference. Nov. 5-7. Atlanta. Contact :
Center for Business Intelligence, (800) 817-8601.

North American Trucking Conference, North American Transportation Alliance. Nov...
...Atlanta; Nov. 20. Houston. Contact: Andrew Rothfield, Sandler & Travis Trade Advisory
Services Inc., (800) 5- TRADE -5.

Classification: U.S. Tariff Schedule Rules and Import Strategies. Oct. 22, New York; Oct. 29,
Chicago; Nov. 6, Norfolk, Va. Contact...

Caption:

2/3,K/9 (Item 1 from file: 765)
DIALOG(R)File 765: Frost & Sullivan
(c) 1999 Frost & Sullivan Inc. All rights reserved.

00324466

**FORECASTS OF THE U.S. CALL CENTER COMPUTER TELEPHONE
INTEGRATION AND MANAGEMENT INFORMATION SYSTEMS SOFTWARE
MARKET: Forecasts of the Call Center Workforce Management Software Market:
Competitive Analysis and Market Share: Highlights of Selected Companies (1/8)**

Main Title: U.S. CALL CENTER HARDWARE AND SOFTWARE MARKETS

Pub. Date: February 1996

Source: Frost & Sullivan

Telephone: US (415) 961 - 1000; London 071 730 3438

Word Count: 552 (1 pp.)

Language: English

Country: UNITED STATES

Industry: TELECOMMUNICATIONS

Company Names (DIALOG Generated): Selected Companies ; TCS Management Group

**FORECASTS OF THE U.S. CALL CENTER COMPUTER TELEPHONE
INTEGRATION AND MANAGEMENT INFORMATION SYSTEMS SOFTWARE
MARKET: Forecasts of the Call Center Workforce Management Software Market:
Competitive Analysis and Market Share: Highlights of Selected Companies (1/8)**

Main Title: U.S. CALL CENTER HARDWARE AND SOFTWARE MARKETS

...forecast future call volumes. It predicts future call volumes using factors such as the specific call center 's calling trends and seasonal considerations. It enables the manager to determine call center staffing needs using a telephone traffic engineering technique. It determines the number of agents required...

...schedule constraints. Finally, these schedules are assigned to employees based on their preferences, availability, or shift bid rules .

The TeleCenter System tracks actual performance of agents against the planned schedules in order to...

...a master weekly schedule, assigns employees to schedules, and creates several different management reports. The call center needs to be able to react quickly to unpredictable factors such as illness and weather...

2/3,K/10 (Item 1 from file: 998)
DIALOG(R)File 998: NewsRoom 2000-2003
(c) 2011 Dialog. All rights reserved.

0710014522 16AE0G5T
FCC Begins To Receive Complaints About Calls

Newsbytes
Thursday , October 2, 2003
Journal Code: ALQR Language: English Record Type: Fulltext
Document Type: Newswire
Word Count: 947

Text:
...an e-mail.

The agency that was supposed to enforce the list was the Federal Trade

Commission, which developed it. Under the rule , scheduled to take effect yesterday, the FTC was to impose fines of up to \$11,000...

...decides to, it's certainly their own choice."

The ATA is a trade group representing call - center firms that make solicitations on behalf of other companies, and its court challenge led to ...

?